The Kings Fund
Improving Mental Health
How community and primary care services can support better mental health outcomes

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The Friends & Family Test

2 Million

- 4.2 responses every minute
- 253 responses every hour

Circa 6100 every day and growing….
Calculating the Score

The question: *How likely are you to recommend our <ward / A&E department> to friends and family if they needed similar care or treatment?’*

Six possible responses categorised into:

- **Promoter** *(Extremely Likely)*
- **Passive** *(Likely)*
- **Detractor** *(Neither Likely / nor Unlikely, Unlikely, Extremely Unlikely)*

• The proportion of DETRACTORS in the total number of responses is subtracted from the proportion of PROMOTERS in the total number of responses.

• *Don’t Know* responses are not used in the scoring process, but are included in the overall response rate calculation.
The Friends & Family Test - Timetable

- April 2012, Midlands and East Acute Overnight Care
- May 2012, Prime Minister endorses National roll out
- March 2013, Department of Health hand Programme formally to NHS England, NHS Strategic Projects Team appointed to manage delivery.
- April 2013 National Acute Inpatients, Accident & Emergency
- October 2013 Maternity Services – first published report January 2014
- Primary Care: General Practices, Pharmacists, Opticians, Dentists (December 2014)
- FFT Review and six month validation – Reports Jan 2014
- Fifty Two pilots concluded January 2014 - Whole system commissioner led pilots February 2014
- Roll out across all Pathways inc Mental Health & Community Services by April 2015
Scope of FFT for Mental Health

- Secure units within a MH Hospital
- Prisons
- Acute Inpatient – assessment treatment areas for adults and older people including Psychiatric Intensive Care Units (PICU’s)
- Mother and baby units
- Drug and alcohol Inpatient services
- Crisis beds
- Children and young people Inpatients.
Mental Health - Technical Challenges

- The ‘number of patients eligible to respond to FFT question’ (% Response Rate calculation)
- When to ask patients the Friends and Family Test Question
- Frequency of asking FFT Question
Mental Health

When to ask FFT question Trusts using various approaches

At point of discharge from care pathway/ at end of every episode of care.

1. At a Review
2. On Transfer between services
3. Snapshot in time
4. Key ‘touch points’ –
5. PBR clustering
6. At any time suitable for the service or when the service user wants to answer the question.
Mental Health FFT Challenges

• The ‘friends and family’ part of the question in Mental Health may not be appropriate in some clinical cases.

• The current wording of FFT question might impact on MH patients recovery – potential clinical repercussions.

• The FFT question may not be appropriate for use in some Mental Health cases.

• Ensuring that the service is identified to which the patient is referring without identifying the patient
The Friends and Family Test

The Friends and Family Test is:

- A catalyst for change.
- A ‘tin opener’
- The basis for a ‘new conversation’ (real time)
- A mechanism for catching us doing things ‘right’